

Bilingual Services Program Implementation Plan Input Tips to Remember

1. List a Web site as a resource to the public **only** when you have an accessible site on your Web page. An example is SPB's "En Español" that has all information in Spanish. If you have translated forms, ensure that they are linked to the homepage and readily accessible with an identified button.
2. Be sure the trainings you identify are ones that are focused on LEP issues. Avoid listing those that are general orientation training for all employees upon hire to your department.
3. If you have any identified unmet language needs or deficiencies, be sure to identify and address the type of deficiency (Bilingual Position Deficiency, Unmet Language Need, or Problem Identified by SPB in a Summary) and respond to these in the plan.
4. Give clear specific steps of action to correct all identified deficiencies.
5. Only provide a complaint process that addresses and resolves complaints related to violation of the Act rather than a complaint process set up to respond to unmet needs related to your department's mission.
6. If your department is subject to state laws that affect the provision of services to LEP customers, please be sure to specifically identify how your department meets compliance. (Provide the exact steps taken.)
7. If your department receives federal funding, again please identify in very specific terms how your department ensures compliance. (List in detail the action taken.)
8. Only fill out the delegated testing authority option if your department does indeed administer delegated testing. (SPB currently has 17 departments listed with this authority.)
9. After your department's implementation plan is completed, you will need to send it to SPB. To do this, you choose the "third button" on the logoff page entitled: "I have completed the questionnaire and would like to submit the department's implementation plan to the SPB." (After you have sent it to SPB, you can no longer make changes to the document.)